

Question	Answer
What is Web Vendor?	GSA WebVendor access allows users to input invoices and to query invoice status and receive email notification of payments from GSA.
Do we have to use this WebVendor system?	Any vendor that desires email notification of payment is required to register. Other use of the system may be dependent on contract requirements.
Do we need to register one main user or several?	Registration is based on the TIN. Vendors can choose to have more than one individual registered for the same TIN. Vendors may also need for an individual to register for multiple TINs. Individual Usernames and passwords are a required security measure.
What is an Admin user?	Users have the ability to select the option of "Admin" user when initially registering. Admin users can make changes for other users within the same TIN. The email address can be modified, the status can be set to Enabled or Disabled, the user can be granted Admin status, and the user can be set to receive payment notifications.
How do I obtain my Username?	All users received an email that contained a Username when the registration process was completed. If your Username cannot be located, email FW-CustomerSupport@gsa.gov with TIN and company information. The Customer Support group will respond with your Username.
How do I reset my password?	You will need your Username, then follow instructions for resetting the password on https://finance.ocfo.gsa.gov/WebVendors/AccountManagement/Login/LoginExternal.aspx .
How long does it take to see PO's after registration?	Available PO's should be available the morning following successful registration. If not available, please email FW-CustomerSupport@gsa.gov with your Username and PDN for assistance.
Can an invoice be submitted immediately after registration?	Invoices can be submitted for available PO's, usually the morning following registration.
We recently had staffing change and do not know the password. How do we get the password reset?	Only the registered user can reset the password as each user registers individually. Replacement users need to register separately to obtain access. If someone from your company registers as an Admin user they can request deactivation of accounts no longer needed within the same TIN.
Where can other Web Vendor questions be directed?	All questions should be directed to FW-CustomerSupport@gsa.gov.
Which agencies will issue payment instructions on how to use the WebVendor portal system?	This is a GSA only system and allows users to input invoices and to query invoice status and receive email notification of payments from GSA.
Is the GSA WebVendor Registration different than the registration for the FEDPAY.gsa.gov website?	Web Vendor is a different system than FEDPAY and has a different registration process.
My company is based in a foreign country and we use FEDPAY. Do we still have to use WebVendor?	Any vendor that desires email notification of payment is required to register. Email FW-CustomerSupport@gsa.gov if you do not have a TIN but would like to receive payment notifications.
Can I submit GSA Advantage invoices for payment? We are provided with GSA Purchase Card numbers, but I must call for security codes. Will this eliminate that step? Do we get paid through this system?	This system is not related to GSA Advantage and does not generate any GSA Advantage payments.
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